

**DEVELOP PROTOTYPE OF WEB-BASED COMPUTER PROBLEM  
INFORMATION SYSTEM**

A thesis submitted to the Graduate School in partial fulfillment of the requirements  
for the degree Master of Science (Information Technology), Universiti Utara  
Malaysia

BY  
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**DEVELOP PROTOTYPE OF WEB-BASED COMPUTER  
PROBLEM INFORMATION SYSTEM**

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**UNIVERSITI UTARA MALAYSIA**  
2003



Sekolah Siswazah  
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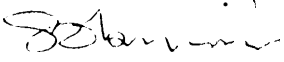
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## **ABSTRACT**

The aim of this project is to develop a prototype of Web based Computer Problem Information System. This system is an assistant tool for user to find information regarding computer problem especially in finding solution. It applies knowledge base and web base application in order to add element such as user friendly, usefulness, pleasing and informative. This prototype has been developed using Object-oriented approach focusing on Object Modeling Technique methodology and Rapid Application Development with Unified Modeling Language notation. The development of this prototype starts with analysis phase and ended with testing. This project discusses some findings, problem encountered and limitation of the project's development. Finally, brief recommendation given as contribution to the future development.

## ABSTRAK

Projek ini bertujuan untuk membangunkan satu prototaip untuk Sistem Informasi Masalah Komputer berasaskan web (*Web based Computer Problem System*). Sistem ini merupakan satu saluran untuk mendapatkan maklumat berkaitan masalah komputer terutamanya maklumat berkenaan cara penyelesaian masalah komputer. Projek ini menggunakan aplikasi *web base* dan *knowledge base* agar ia mempunyai unsur mesra pengguna (*user friendly*), keselesaan *@leasing*, kebergunaan (*usefulness*) dan bermaklumat (*informative*). Prototaip ini di bangun dengan menggunakan pendekatan berorientasikan objek dengan menumpukan kepada metodologi *Object Modeling Technique* dan *Rapid Application Development*. Projek ini menggunakan notasi *Unified Modeling Language*. Pembangunan sistem ini bermula dengan fasa analisis dan berakhir dengan fasa pengujian. Akhir sekali, penemuan, kekangan dan cadangan untuk masa depan telah dikemukakan.

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Project Background**

This project is initiated upon the request of course TZ6996 as one of the graduation requirement of MSc(IT). The domain of this study is on web-based system applying knowledge-based application.

This chapter gives an overview of Web-base, definition of the Knowledge-Based System (KBS) and brief explanation of ‘Computer Problem Information System’.

For the purpose of this study, ‘Computer Problem Information System’ (CPIS) was created to show how KBS could replace a human expert role. The problem statement, objectives, scope, and significant of this project are also being discussed in later part of the chapter.

The contents of  
the thesis is for  
internal user  
only



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